

## PATENT

Docket No. RSW920000026US1

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: Carl T. Anderson, Gregory F. Bush,  
Michael Faoro, Susan E. Kahler, Alberta Lee,  
Janet L. Leskovec, Susan E. Liles,  
Lynn Percival and Keith A. Wells

COPY

APPLICATION NO. 09/592,387

FILED: June 12, 2000

CASE NO. RSW920000026US1

TITLE: USER ASSISTANCE SYSTEM

Examiner: T. Chuong  
Group Art Unit: 2174CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Examiner T. Chuong in Art Unit 2179 to 703 872 9306 on April 15, 2005.

April 15, 2005

Date

  
Lynn M. White

Commissioner of Patents

MAIL STOP AF

P.O. Box 1450

Alexandria, VA 22313-1450


Petition for Extension of Time Under 37 CFR 1.136(a)

Sir:

It is hereby requested that the term to respond to the Examiner's Action of November 16, 2004 be extended two months, from February 16, 2005 to April 16, 2005.

A Credit Card Payment Form authorizing the payment of the extension fee is enclosed. The Commissioner is hereby authorized to charge any additional fees or credit any overpayment associated with this communication to Deposit Account No. 09-0461. A duplicate of this letter is attached.

Respectfully submitted,

  
Mark D. Simpson  
(Registration No. 32,942)

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Philadelphia, PA 19107  
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